

## PROCEDURES FOR LOCAL PUBLIC HEALTH AGENCIES TO REQUEST/RESPOND TO MUTUAL AID ASSISTANCE

- 1) When an emergency/incident occurs and Local Public Health Agency(s) determine resources are insufficient or have been exhausted. LPHA(s) have the following options:
  - a. For smaller scale incidents that can be handled locally, LPHAs may utilize the *LPHA Mutual Aid Resource Request/Response* form for aid between LPHA(s) without involving the LPHA Statewide Mutual Aid Coordinator. The form includes a *Self-Initiating Mutual Aid Assistance* option and is located at:  
<http://clphs.health.mo.gov/lphs/lphahealthportal.php>
  - b. Utilize existing local agreements for mutual aid.
  - c. If no local mutual aid agreements exist, reach out directly to neighboring LPHA(s) for mutual aid.
  - d. Request Mutual Aid Assistance through the LPHA Statewide Mutual Aid Coordinator.
- 2) LPHA(s) requesting Mutual Aid with other LPHA(s) that doesn't involve the LPHA Statewide Mutual Aid Coordinator should update the DHSS Local Public Health Agency Status board in WebEOC at <https://webeoc.sema.dps.mo.gov>. LPHA(s) should add a notation in the comment field after **"If EOC is activated, list (if any) urgent requests made through local EOC, plan activations, activation of mutual aid agreements, or other comments below:"**
- 3) Process for requesting Mutual Aid assistance through the LPHA Statewide Mutual Aid Coordinator:
  - a. LPHA(s) requesting Mutual Aid will:
    - complete *Requesting Agency* pages of the *LPHA Mutual Aid Request/Resource Request* form located at:  
<http://clphs.health.mo.gov/lphs/lphahealthportal.php> under the Office of Emergency Coordination button,
    - email it to: [drms@health.mo.gov](mailto:drms@health.mo.gov) and cc: [lphamutualaid@health.mo.gov](mailto:lphamutualaid@health.mo.gov) and their EMD,
      - If email is unavailable, the LPHA will contact the DHSS Emergency Response Center (ERC) at **1-800-392-0272**.
    - update the DHSS Local Public Health Agency Status board in WebEOC at <https://webeoc.sema.dps.mo.gov>. LPHA(s) should add a notation that they are requesting Mutual Aid in the comment field after **"If EOC is activated, list (if any) urgent requests made through local EOC, plan activations, activation of mutual aid agreements, or other comments below:"**
      - In the event the LPHA does not have access to WebEOC, the LPHA may contact the ERC at [drms@health.mo.gov](mailto:drms@health.mo.gov) or 1-800-392-0272.
  - b. DHSS Emergency Response Center (ERC) officer enters request submission on WebEOC Daily Activity Log.
- 4) Coordination process for LPHA Statewide Mutual Aid request:
  - a. LPHA Statewide Mutual Aid Coordinator will send acknowledgement via the [lphamutualaid@health.mo.gov](mailto:lphamutualaid@health.mo.gov) email to the Requesting LPHA(s) that their request has been received and will coordinate filling the request(s) with other LPHA(s) as appropriate for the situation(s). The LPHA Management station in ERC will support the LPHA Statewide Mutual Aid Coordinator.
  - b. LPHA Statewide Mutual Aid Coordinator sends *LPHA Mutual Aid Resource Request/Response* form to Responding LPHA(s) for completion of *Responding*

Agency pages along with *Personal Supply Checklist* form for preparation of providing mutual aid.

- c. LPHA(s) that are able to provide Mutual Aid assistance will complete the *Responding Agency* pages of the *LPHA Mutual Aid Resource Request/Response* form and email to [lphamutualaid@health.mo.gov](mailto:lphamutualaid@health.mo.gov). If email is unavailable, fax it to the DRMS at 573-526-8389. If fax is unavailable, call the ERC at 1-800-392-0272.
- d. LPHA Statewide Mutual Aid Coordinator emails (or faxes) the completed *LPHA Mutual Aid Resource Request/Response* form to the Requesting LPHA and cc: Responding LPHA(s) and ERC at [drms@health.mo.gov](mailto:drms@health.mo.gov). LPHA Statewide Mutual Aid Coordinator will also email additional optional tool for tracking staff time.
- e. Requesting LPHA(s) will email (or fax) final acceptance of mutual aid with Responding LPHA(s) and cc: LPHA Statewide Mutual Aid Coordinator. The Requesting LPHA will also provide any additional coordination information needed for Responding LPHA staff.
  - If needed, the Requesting LPHA(s) can request assistance from the LPHA Statewide Mutual Aid Coordinator in communicating acceptance of mutual aid from Responding LPHA(s).
- f. LPHA Statewide Mutual Aid Coordinator will provide updates through the LPHA Management Station for activity reporting as directed by ESF-8.